

MAINE

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Maine Consumers = 1,769



Fraud Complaints from Maine Consumers = 1,345

Top Fraud Complaint Categories for Maine Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	299	22%
2	Shop-at-Home/Catalog Sales	203	15%
3	Internet Services and Computer Complaints	191	14%
4	Foreign Money Offers	127	9%
5	Prizes/Sweepstakes and Lotteries	100	7%

¹Percentages are based on the total number of fraud complaints from Maine consumers (1,345).

Amount Paid Reported by Maine Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
1,345	\$1,131,974	1,003	75%	\$1,129

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Maine consumers (1,003).

Top Maine Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Portland	105
Augusta	41
Bangor	36
Berwick	30
Saco	30



Identity Theft Complaints from Maine Victims = 424

Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	170	40%
2	Phone or Utilities Fraud	86	20%
3	Bank Fraud ²	64	15%
4	Loan Fraud	27	6%
5	Government Documents or Benefits Fraud	21	5%
6	Employment-Related Fraud	12	3%
	Other	87	21%
	Attempted Identity Theft	32	8%

¹Percentages are based on the 424 victims reporting from Maine. Percentages add to more than 100 because approximately 18% of victims from Maine reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Maine Identity Theft Victim Locations

Victim City	No. of Victims
Portland	42
Bangor	16
Biddeford	13
Lewiston	12
Scarborough	9